

## **DAS CUSTOMER COUNCIL MINUTES:**

### **November 18, 2013**

*A regular meeting of the DAS Customer Council was held on Monday, November 18, 2013, at the Hoover Building (Conference Room 6) in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 1:30 p.m.*

#### **MEMBERS PRESENT**

Cindy Axne, Department of Natural Resources (DNR)  
Carmine Boal, Legislative Branch (House)  
Mike Carroll, Department of Administrative Services (DAS), Vice-Chair  
Steve Larson, Department of Commerce – Alcoholic Beverages Division  
Michael Marshall, Legislative Branch (Senate)  
David Roederer, Department of Management (DOM), Chair  
Jean Slaybaugh, Department of Human Services  
Peggy Sullivan, Judicial Branch  
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship  
San Wong, Department of Human Rights (DHR)

#### **MEMBERS ABSENT**

Mary Cownie, Department of Cultural Affairs  
Jessica Holmes, Department of Revenue  
Nickie Whitaker, Department of Public Safety  
Lee Wilkinson, Department of Transportation (DOT)  
Joel Wulf, Department on Aging

**DESIGNEE:** Barb Espeland, DOT, for Lee Wilkinson

#### **OTHER ATTENDEES**

Matt Behrens, DAS  
Kevin Beichley, DAS  
Mary Bowser, DHR  
Susan Churchill, DAS, responsible for taking meeting minutes  
Jay Cleveland, DAS  
Judi Cooper, Commerce – Iowa Utilities Board  
Tera Granger, DAS  
Kelly Green, DAS  
Ed Holland, DAS  
Caleb Hunter, DAS  
Tana Kelce, DAS  
Kathy Mabie, DOM  
Michelle Minnehan, DAS  
Stefanie Pirkel, DAS  
Jolene Richeson, DNR  
Grant Stokka, TEK Systems  
Bill West, DAS  
Robert von Wolffradt, DOM  
*Others may have been present who did not sign in.*

## AGENDA ITEMS

- I. The meeting was called to order at 1:30 p.m. by Chair David Roederer.
- II. **MOTION:** Margaret Thomson made a motion to approve the meeting minutes of August 28, 2013.
  - A. San Wong seconded the motion.
  - B. Motion passed unanimously.
- III. Vice-Chair Mike Carroll provided the following explanation of the five-year Capitol Plan from Iowa Code section 8A.373:
  - A. DAS updates this plan each year and submits it to the Governor's Office for review.
  - B. The plan is then put in the annual report to the Capitol Planning Commission for the Legislature in January each year.
  - C. After the plan has been submitted to the Legislature, it is put online.
  - D. This year's update to the plan is currently being reviewed by the Governor's Office.
- IV. The Council discussed DAS FTEs for 2014.
  - A. Vice-Chair Carroll stated that DAS has no plans for new FTEs, unless DAS is able to consolidate personnel assistant services for more state agencies; this voluntary consolidation would affect the statewide metric by reducing employees overall.
  - B. Michelle Minnehan, Chief Operating Officer for the Department of Administrative Services – Human Resources Enterprise (DAS-HRE), clarified that a utility fee for personnel assistant services is assessed only to those agencies that decide to use DAS's services.
  - C. Margaret Thomson asked if DAS was going to hire someone for Affirmative Action; Michelle Minnehan stated that an Affirmative Action Administrator has been hired.
  - D. Cindy Axne stated that FTEs are going down but the number of contractors is going up; she asked how DAS determines when using contractors is the best option. Vice-Chair Carroll replied:
    1. DAS looks at each position from a business standpoint.
    2. Contract workers are often the best option for construction jobs and technology jobs, because the workers are only employed for the duration on the projects.
    3. If an agency is receiving poor service from a contractor, the agency should report it to DAS to correct the problem.
- V. Vice-Chair Carroll provided an explanation of the fee associated with GAX and PRC documents.
  - A. A PRC document is tied to a Master Agreement for all agencies to use, while a GAX form is not tied to a Master Agreement.
  - B. Agencies may *not* use a GAX form for a Master Agreement.
  - C. Agencies will be charged a fee of \$5.00 for using a GAX when they should have used a PRC.
  - D. From October through the end of November, DAS is working with agencies by notifying them when they use an incorrect form.
  - E. Beginning in December, the fee will be assessed.
- VI. The Council discussed cost-containment efforts.
  - A. Vice-Chair Carroll stated:
    1. Consolidation of services with DAS is the best way to contain costs.

2. IT costs will go up, because rates are artificially low this year.
    3. Without more agencies consolidating its services, DAS will need to raise rates.
  - B. Matt Behrens, Chief Operating Officer of the Department of Administrative Services – Information Technology Enterprise (DAS-ITE), stated that DAS is working on email consolidation now.
  - C. Chair Dave Roederer inquired about defenses against cyber attacks.
    1. Matt Behrens replied that this is an ongoing effort, because the State experiences many daily cyber threats.
    2. Matt Behrens recommended that agencies have employees take cyber threat training annually.
- VII. Chair Dave Roederer asked Council Members to send agenda items for the meeting on February 24, 2014, to Susan Churchill, Administrative Assistant in DAS-HRE.
- VIII. **MOTION:** Mike Marshall made a motion to adjourn.
- A. Margaret Thomson seconded the motion.
  - B. Motion passed unanimously.
  - C. Meeting adjourned at 2:05 p.m.